

FOR IMMEDIATE RELEASE
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**LINCOLN MILITARY HOUSING ANNOUNCES ADDITIONAL
HIRES IN HAMPTON ROADS**

*New Staff Will Support and Improve Communications & Provide Superior
Services to Residents*

Norfolk, VA, Friday, December 23, 2011 – Lincoln Military Housing today announced the addition of three new executive team members to better serve its residents in the Hampton Roads region. These new hires are in addition to the recently announced appointment of a full-time Chief Customer Service Officer (CCSO) for Mid-Atlantic family housing – and part of Lincoln’s ongoing maintenance enhancement program.

The new team members include a new National Chief Maintenance Officer for Military Housing, new Interim Regional Maintenance Officer, and new Interim Vice President, Property Management to further improve the level of service for all of Lincoln’s 4,381 families in the Hampton Roads region.

These new positions are yet another initiative in the comprehensive service review that Lincoln has put in place. “As a crucial element of our continuous improvement process, the addition of these senior managers with proven capabilities make it possible for us to further upgrade the service we provide to our residents,” Jarl Bliss, President of Lincoln Military Housing, said.

In partnership with the Navy, Lincoln is implementing an eight-point plan of immediate actions to fully and completely address maintenance concerns and to better communicate with residents.

“We all play an important role in providing for the care and comfort of our residents. It is our first priority and our unwavering commitment,” Bliss said. “We are making significant progress implementing the eight point action plan and know that the addition of our new team members will go a long way in improving our services and resident communications.”

The new Lincoln team members include:

- **Chris Crennan** – Interim Vice President, Property Management – Crennan has been involved with, and responsible for, all aspects of property management. He has overseen the operations and management of more than 2,500 military housing units in the northern area of the Mid-Atlantic portfolio. He is well versed in managing personnel, management, and maintenance and is committed to achieve the best possible level of service for the military families that we serve, and is an excellent addition to this team.
- **Les Brashier** – Interim Regional Maintenance Officer – Brashier has been involved in the construction and maintenance of multi-family real estate projects for more than 30 years. He has been responsible for the development, renovation, and maintenance of more than 30,000 housing

units. His focus has been on managing personnel, job safety, quality control, and administration of projects in his area of responsibility. He will be a very effective addition to this team.

- Bill Grant – National Chief Maintenance Officer for Military Housing – For more than 26 years, Grant has been involved with, and responsible for, new project construction, project renovation work, maintenance of projects and their inherent internal and external systems. His focus has always been on quality work and coordination to ensure that all work is done properly and carefully. Grant has also focused on accountability and administration of all classes of work. He has served on several industry trade groups and their related boards. He will bring significant energy and knowledge to this new position.

In addition to these new hires, Traci Neerhof was also recently named to serve as a full-time Chief Customer Service Officer (CCSO) for the Hampton Roads region.

“We are continually working to improve our properties for our residents and their families,” Bliss continued. “The additions of Chris Crennan, Les Brashier, and Bill Grant will allow us to provide better communications and a standard of living that our service members and their families deserve.”

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